

## TERMS AND CONDITIONS (for our NDIS Plans)

[\(Link to Auslan translation video\)](#)

- 1, The service is a monthly plan which entitles me access to an agreed number of minutes per month for Auslan interpreting services through Convo Australia's digital communication platforms.
- 2, The agreed number of minutes per month is nominated by me and is recorded on the Convo Australia database.
- 3, The service is agreed to for 12 months and will be renewed annually; or
- 4, With a written request to terminate my plan (at least 10 business days before the end of the current billing month), my plan shall cease at the end of the billing month.
- 5, If I request a change in my plan, my updated plan will start on the first of the following month providing that I would give notice at least 10 business days before the end of the month.
- 6, Convo Australia will not require me to pay more than one month in advance and will invoice me monthly.
- 7, I am responsible to ensure that I have sufficient funds to make monthly payments in advance.
- 8, Depending on the joining date of the monthly plan, the invoice will be prorated for the first month's plan amount. An Invoice will be issued to you to cover the remaining month as soon as possible.
- 9, If I fail to pay my invoices on time for three consecutive months, Convo Australia may terminate my account and may seek legal remedy to collect outstanding amounts.
- 10, Convo Australia will inform me of my usage during the month as I approach full allocation of my plan amount. If I exceed the minutes allocated to my monthly plan, Convo Australia will not cut my service; but will provide me service at the excess rate. The excess minutes will be invoiced to me at the excess rate which I understand and agree is \$3.75 per minute.
- 11, If I continue to exceed my allocation 3 months in succession, Convo Australia will ask me to review and upgrade my plan.
- 12, If an international call is made, Convo Australia will send me a separate invoice for my international calls (see international call rates on [www.convoaustralia.com/international\\_calls](http://www.convoaustralia.com/international_calls)). The cost of international calls will be my sole responsibility.
- 13, I agree and take responsibility to notify Convo Australia of any change to my billing details within 5 business days prior to the next invoice being issued.
- 14, I understand that Convo Australia is fully committed to high standards of interpreting services and will be responsive to my needs and adheres to the NDIS policies and the Privacy Act (Cth, 1988).